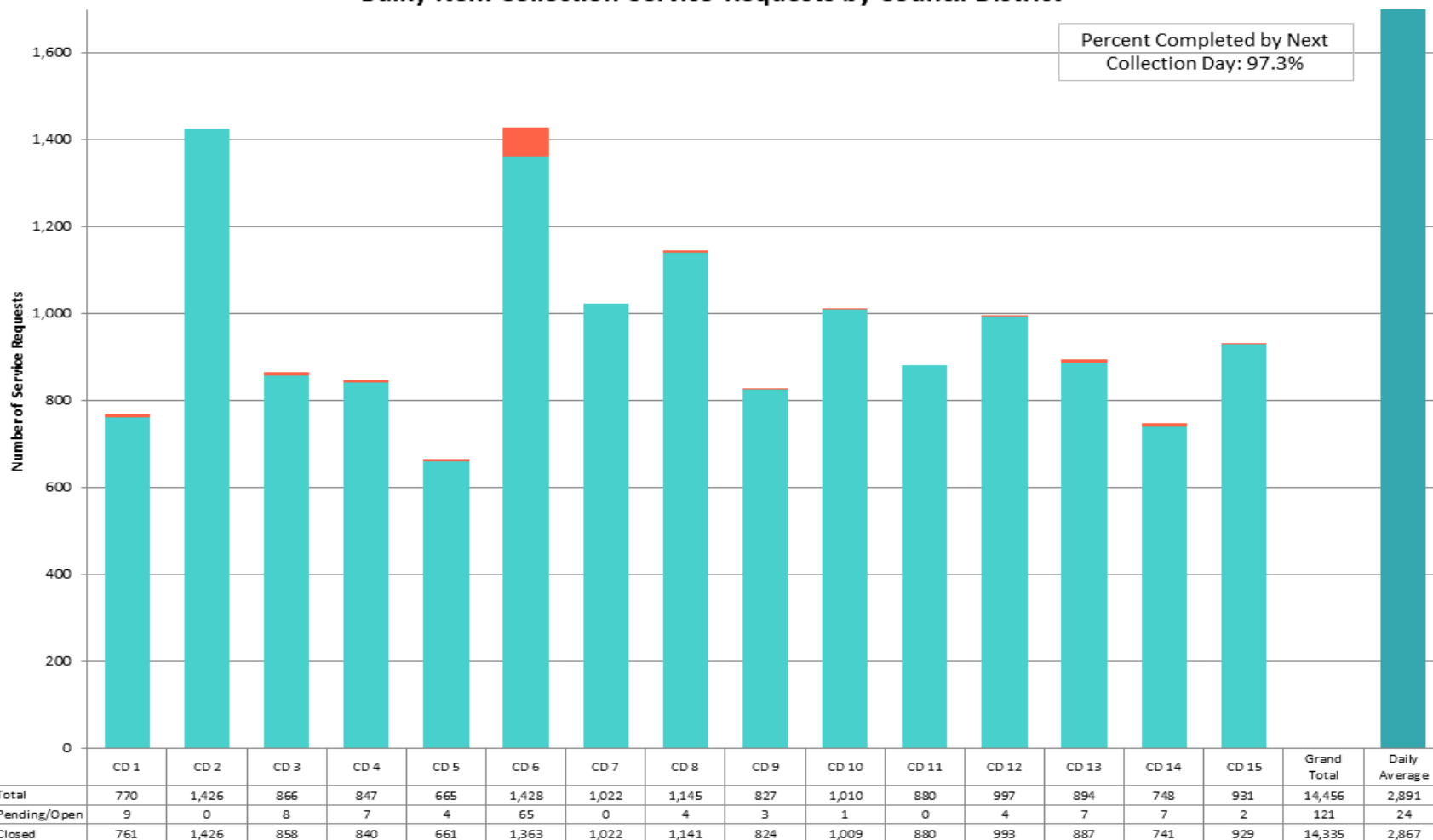


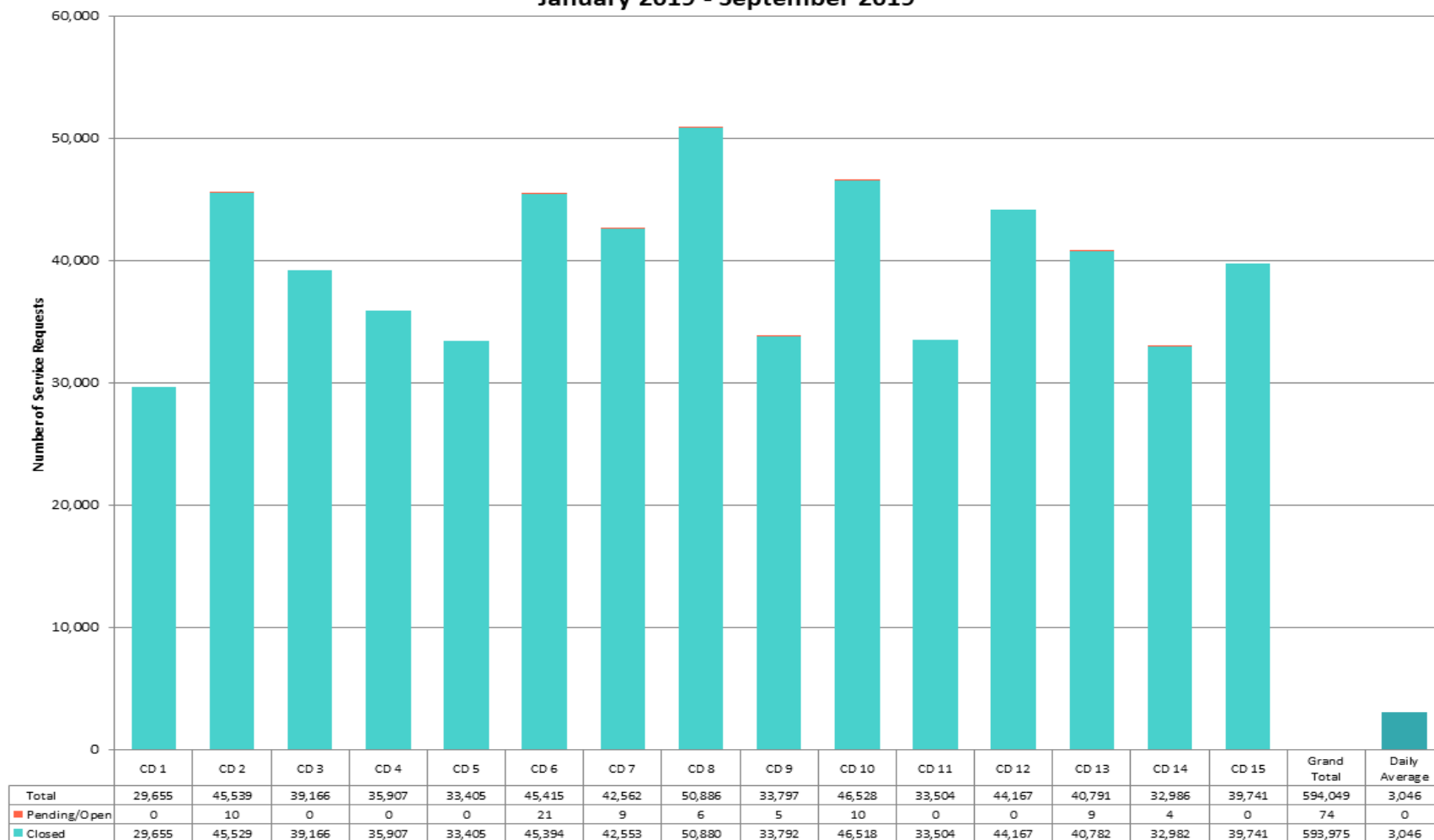
Weekly Snapshot October 13, 2019 - October 19, 2019: Bulky Item Collection Service Requests by Council District



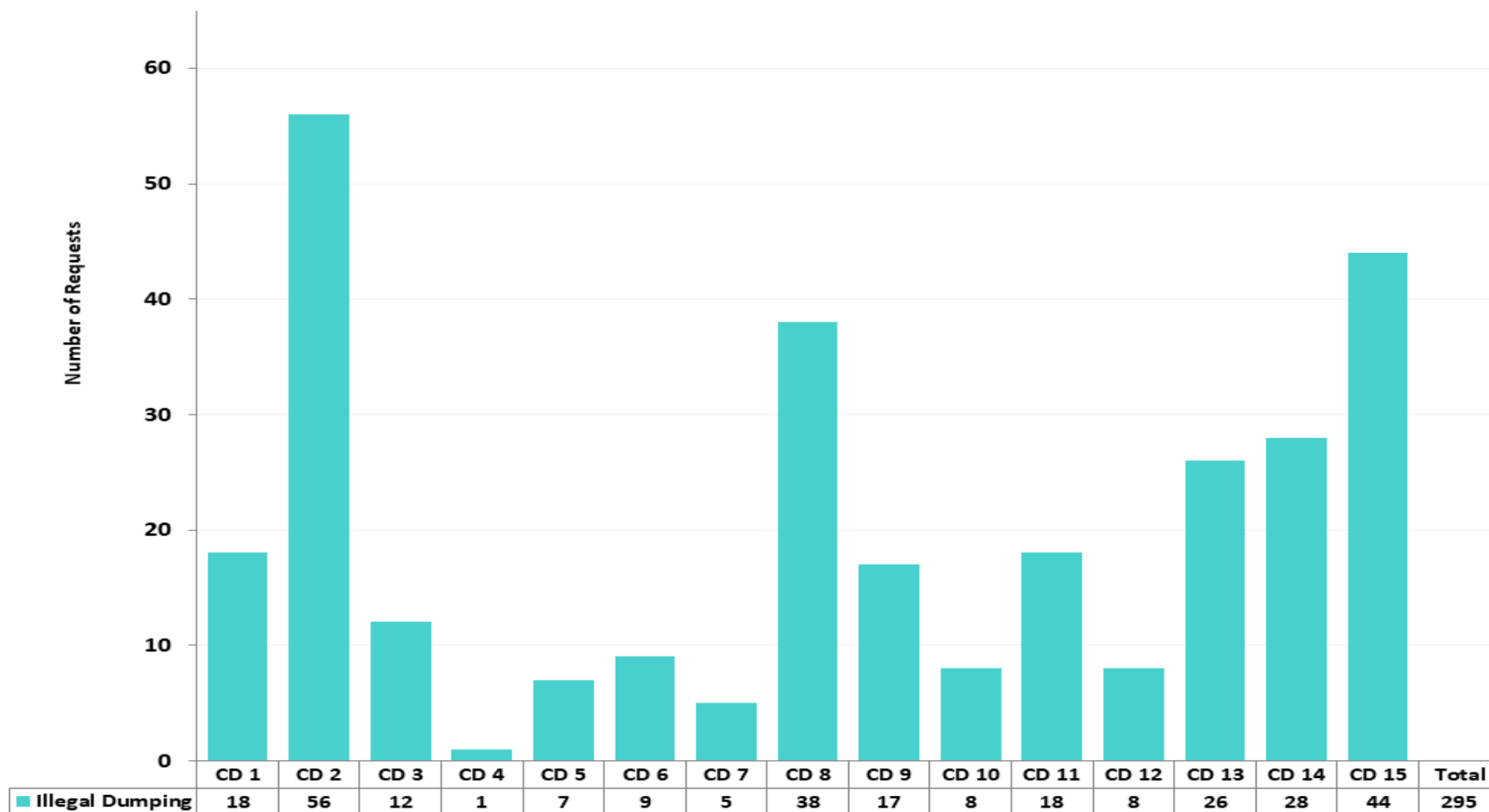
Bulky Item Collection Service Requests by Council District September 2019 - Updated Monthly



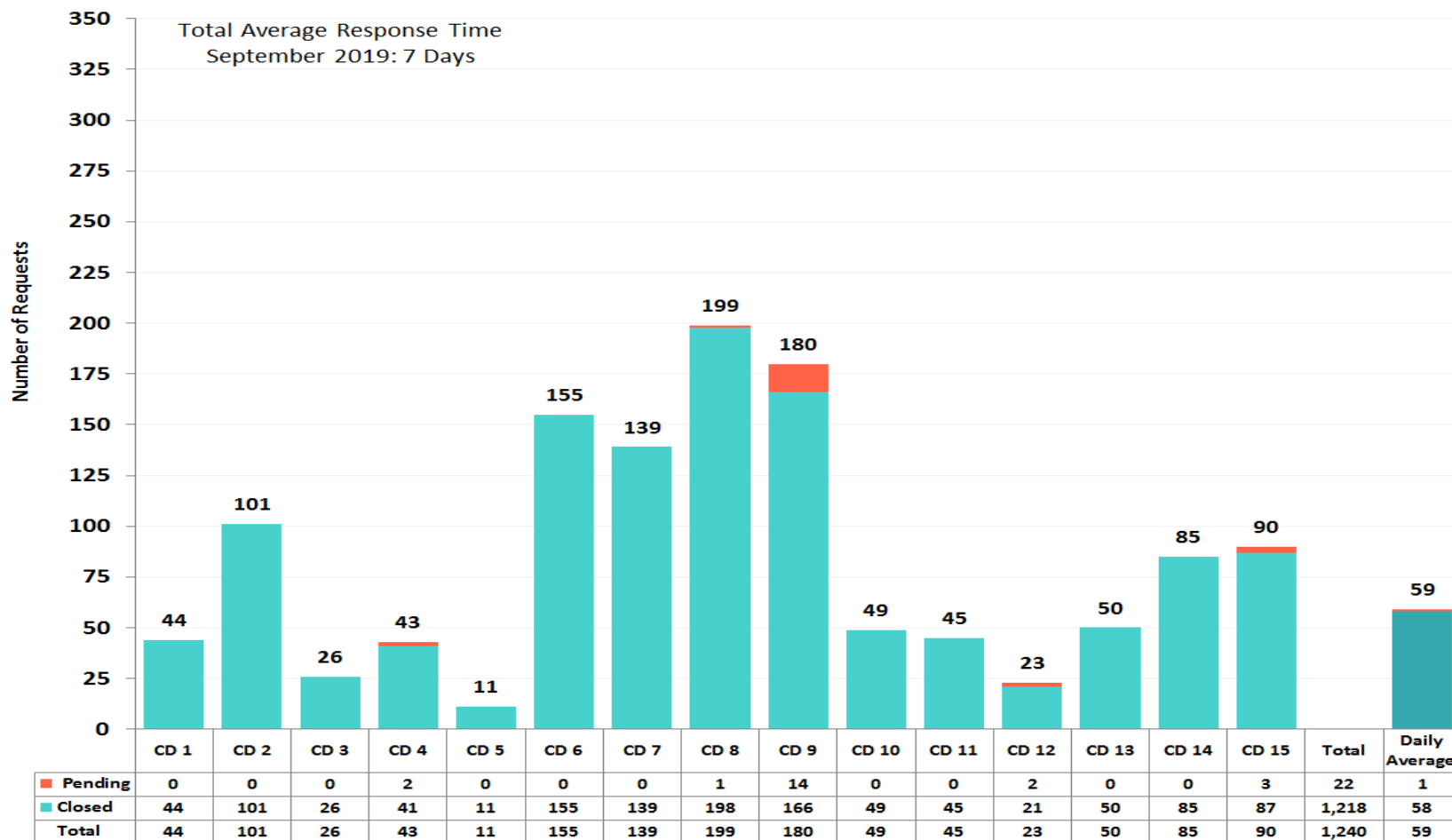
Bulky Item Collection Service Requests by Council District January 2019 - September 2019



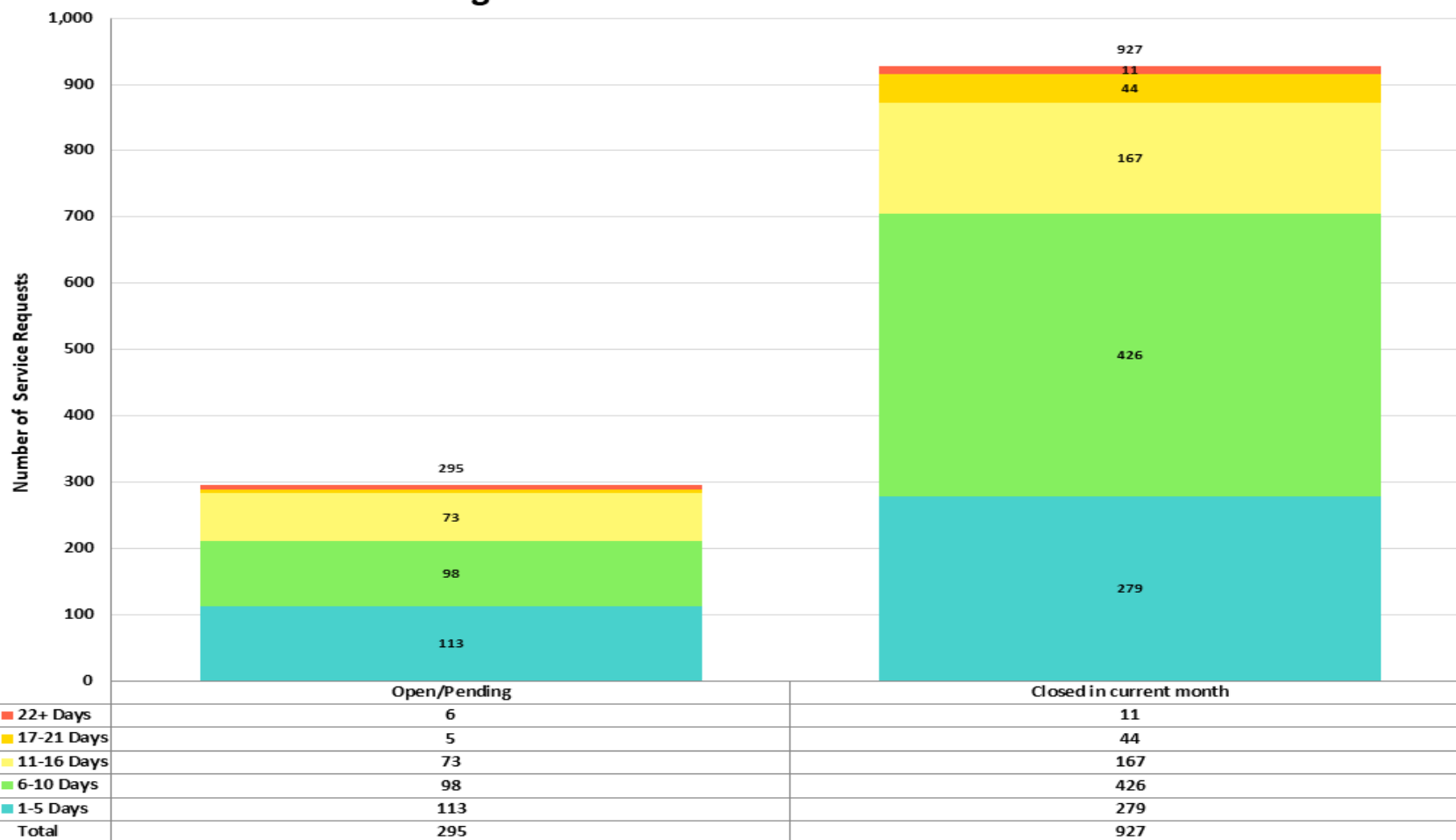
Weekly Snapshot 10/18/19: October CARE Open/Pending Illegal Dumping Service Requests by Council District



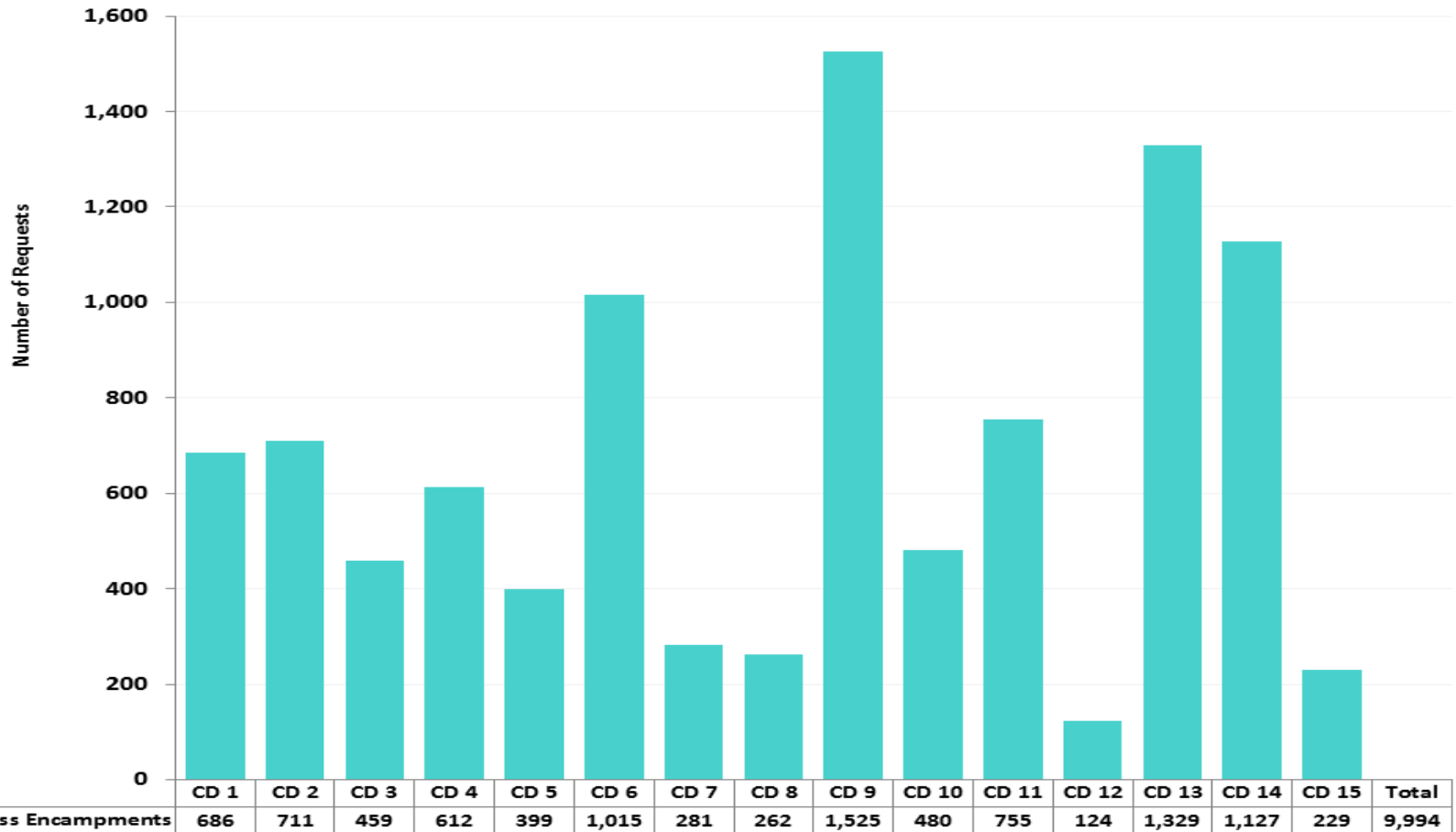
MYLA311: CARE Illegal Dumping Service Requests by Council District September 2019



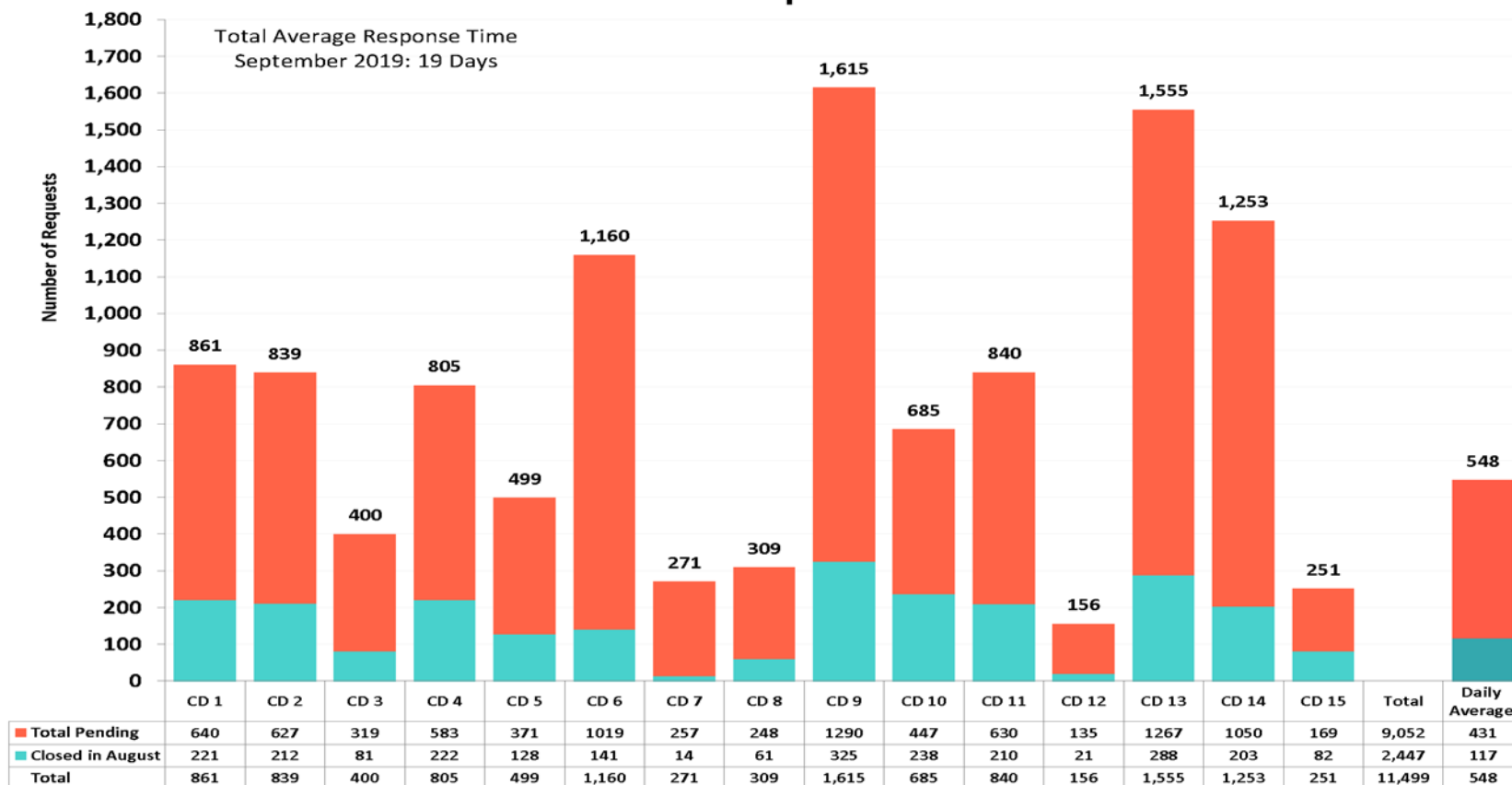
Weekly Snapshot 10/18/19: October CARE Illegal Dumping Service Request Ages Based on Ticket Creation Date



Weekly Snapshot 10/18/19: October CARE Open/Pending Homeless Encampment Service Requests by Council District

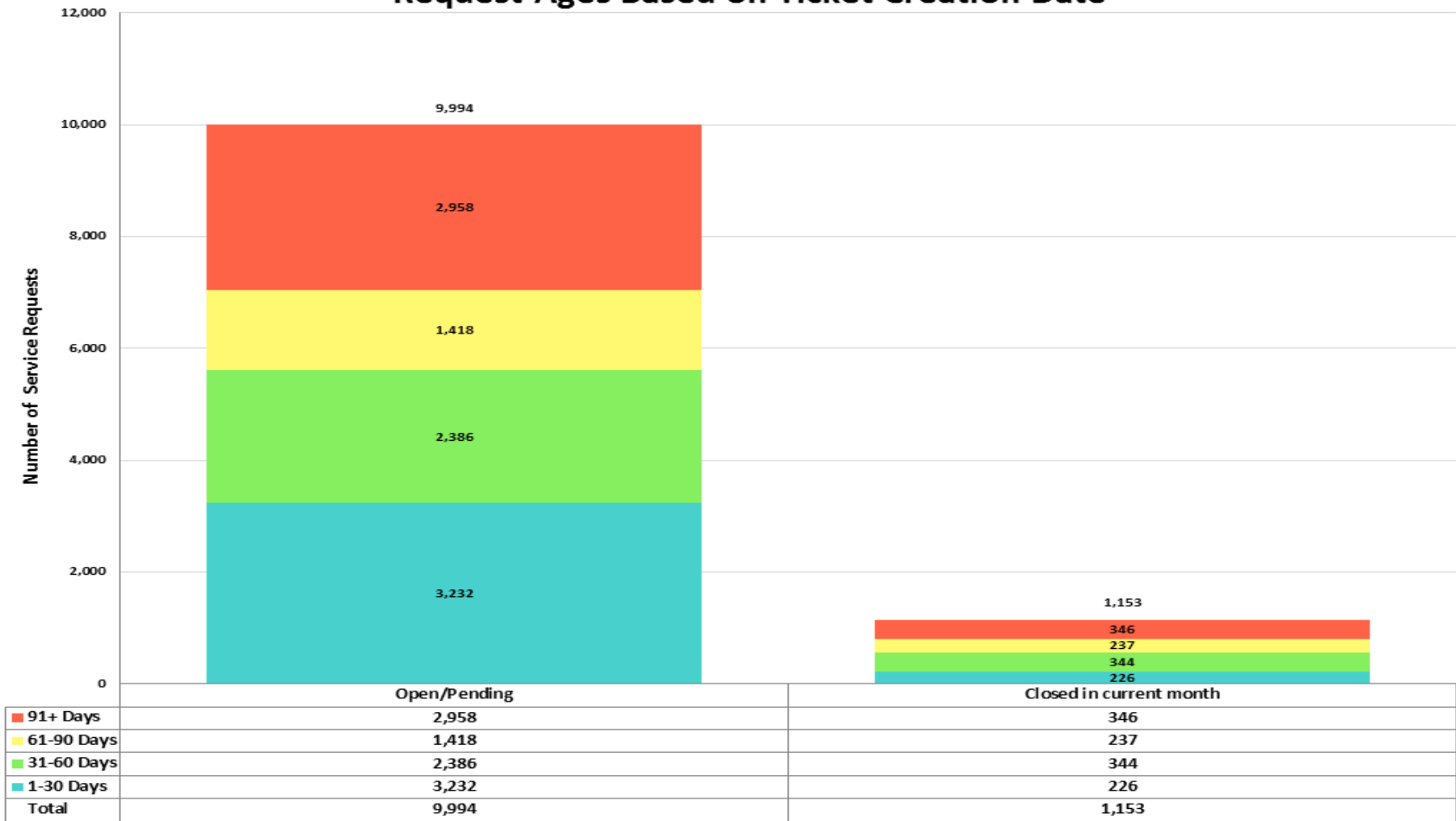


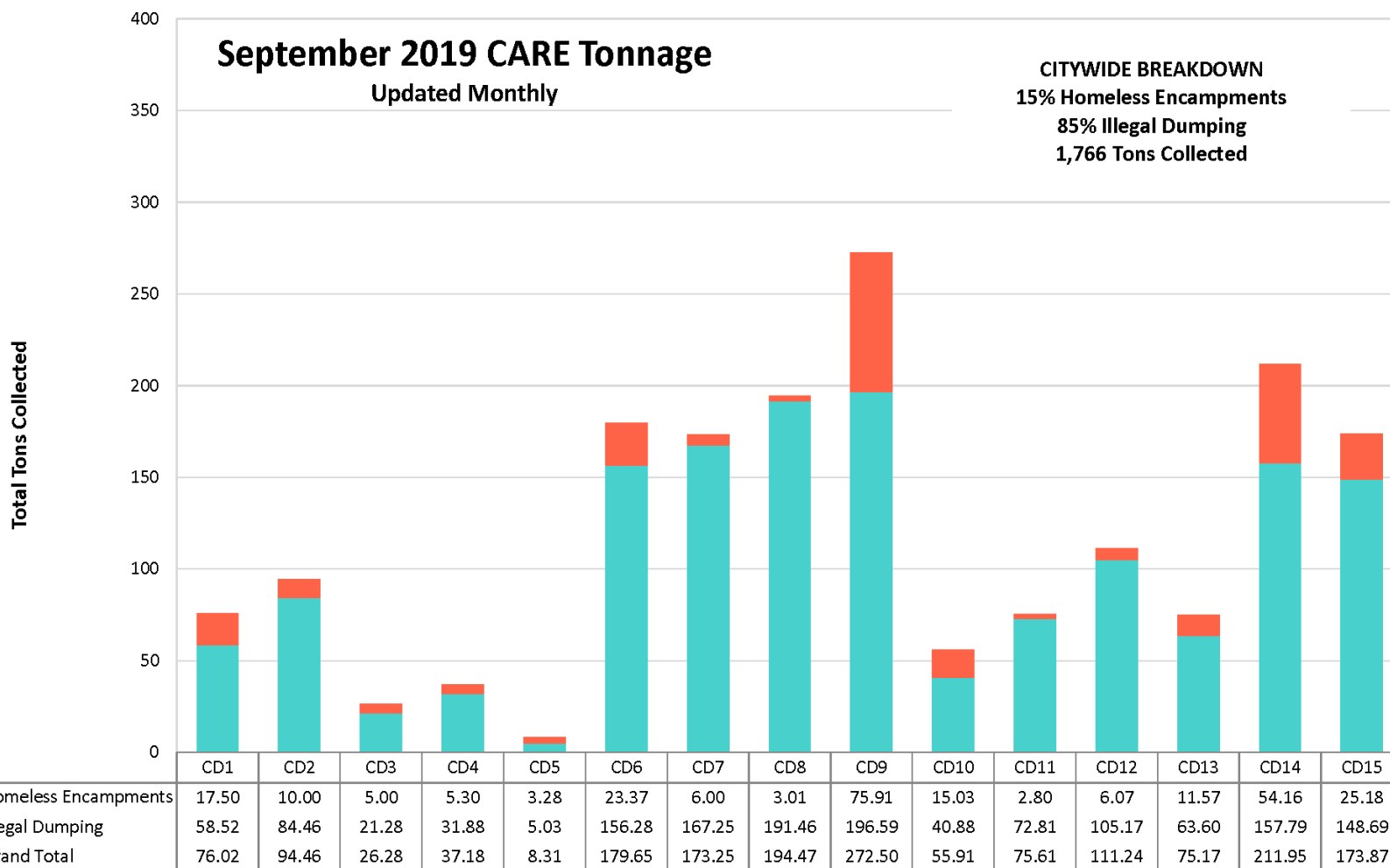
MYLA311: CARE Homeless Encampment Service Request by Council District September 2019



Weekly Snapshot 10/18/19: October CARE Homeless Encampment Service

Request Ages Based on Ticket Creation Date





Customer Care Center Call Volume and Wait Times: July 29, 2019 to August 13, 2019



On Aug 14, LA Sanitation switched to a new Interactive Voice Response (phone) system. The calls are routed and answered by our agents. Data is unavailable after this date as we are still fine tuning our new system.